American Water Newsroom

Indiana American Water Provides Financial Assistance Programs for Customers

Greenwood, Ind. – OCTOBER 28, 2024 – Indiana American Water offers customers several financial assistance options to help pay their bill. Sometimes finances are stretched thin, and it can be hard to get back on track once an account falls behind.

Below is a listing of American Water's customer assistance programs that can help keep life flowing:

- Affordability Rate for the First 1,500 Gallons: Indiana American Water's 2024 rate case provides an affordability component that was approved by the Indiana Utility Regulatory Commission (IURC) in February. It allows for customers who use up to 1,500 gallons per month to pay a flat fee of $20 per month for a residential customer with a 5/8" meter, with no additional volumetric charge. Water use beyond 1,500 gallons per month will incur a volumetric charge after the $20 per meter charge.
- Installment Plans: In some cases, we may be able to offer customers an installment plan to extend the time customers have to pay a past due balance. This is a free service that assists eligible customers spread the costs of the past due balances over time.
- Payment Arrangements: If customers are unable to pay their bill by the due date, they can visit MyWater to review payment plan options or contact Indiana American Water's customer service center before the due date to work with them to determine payment arrangements that may be available.
- Budget Billing: A free service that is available to eligible residential customers. The program makes managing your cash flow easier by providing predictable monthly payments and avoiding seasonal spikes that may be difficult to pay when not planned for in advance.
- Preferred Due Date: Eligible customers can request to adjust their due date.

For more information about these programs, including eligibility guidelines and contact information, please visit "Help with Your Water Bill"

About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X and Instagram.

About Indiana American Water

Indiana American Water, a subsidiary of American Water, is the largest regulated water utility in the state, providing high-quality and reliable water and wastewater services to approximately 1.4 million people.

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